



Upcoming National Conference

Inside this issue:

| | |
|----------------------|---|
| Breakout Sessions | 2 |
| Board Restructured | 2 |
| Baby Faces | 3 |
| CHT Test Information | 3 |
| CHART Headliners | 4 |
| What happened to ? | 4 |

Hyrum Smith, author-speaker and Tucson Keynoter

Want to gain better control of your time? Do you want to achieve more in your personal and professional life? Then join us for this power packed presentation combining over 20 years of experience with humor, wit, and enthusiasm. Hyrum Smith specializes in value-based training and development programs. He has created proven processes for individuals who desire more out of their lives and to give them the ability to achieve what matters most.



Achieve what matters most!

Hyrum Smith, Co-founder, and Chairman of the Board for Franklin Covey and Founder of the Galileo Initiative, will reveal timeless principles of performance and effectiveness that can transform your business. Hyrum's entertaining and enlightening speech will focus on helping people see things differently and, in doing so, challenge, and change some of their beliefs and opportunities. This presentation will engage leaders to create change that is more involved, more accepted and more lasting. Leadership that people will want to engage, embrace, and promote over time.

Hyrum Smith, has been motivating individuals to gain better control of their personal and professional lives through values-based time and life management since he helped create FranklinCovey in 1984. Hyrum is a highly sought-after international keynote speaker and has addressed more than 5,000 audiences. *This is one speaker you won't want to miss!*

Take Note:

- ◆ Register Now for Semi-Annual Conference in AZ
- ◆ Upcoming Webinar **June 20, 2007** "Creating a 'Sans Frontieres' (without boundaries) Service Culture" Kathy Harris, Directory of Talent Development, JHM Hotels
- ◆ June Regional Meetings **June 11th** Atlanta, GA **June 27th** Minnetonka, MN
- ◆ People Report QSR Workforce Symposium **June 26 & 27** Dallas, TX

Number Crunching Busted

John Kidwell of Mazzio's and **Curt Archambault** of Jack In The Box will be presenting "ROI Demystified: A Proven Approach and a NEW Tool" as one of the 13 breakout sessions in Tucson. *Though this session is back by popular demand, it's got a new twist – the unveiling of CHART's new ROI calculator tool!*



John ↑ Curt ↓



CHART has commissioned ROI-Calc, a company specializing in quantifying the value of organizational strategies, products, services, processes, individual performance and group dynamics, to create a computer-based practical tool that crunches the numbers. As Curt stated so well, "The numbers aren't the problem. It's the collection of them and what to do with them once you've collected them that's the problem."

ROI is arguably the hottest topic in the training profession. We all know that calculating the contribution of your training initiative to your company's "bottom line" is paramount. Attendees of this session will see an ROI model that also supports the "needs analysis" process and view a demonstration of the new CHART "ROI Calculator." All presented in a way that doesn't require a degree in accounting to understand.

More Breakout Session Information on Page 2

Tucson Conference Breakout Sessions

Don't take a break during these Breakout Sessions

You'll have three opportunities to attend sessions filled with practical, useable information to reach your next professional goal. The sessions are split among five tracks. You are welcome to attend any of the sessions.

Track A - Trainer

"Presentation and Coaching for Star Performance"

Bob Brown

"Training that Rocks"

Jim Knight, Sr Director of Training, Hard Rock International

Track B - Manager

"Creating Operational Consistency – In a Nutshell"

Chris Beckler, Senior Director of Training, Susan Lynn, Senior Training Manager, and Sarah Streetman, Hourly Program Manager, Logan's Roadhouse

"Secrets of Hiring Top Talent when your Magic Wand is Broken"

Dan Abramson, CTS, President, Staffdynamics

"ROI Demystified: A Proven Approach and a NEW Tool"

John Kidwell, FMP, HR Senior Consultant, Mazzio's Corp. and Curt Archambault, FMP, Regional Training and Development Manager, Jack In The Box

"Through-Put, Building Top Line Sales"

Kim Florence, CEO, KimZim Hospitality

Track C - Instructional Designer

"Impact Storyboarding: Tools to Simplify, Explain and Engage"

Milly Sonneman, Founder & President and Thomas Sechahaye, Facilitator—Coach & Trainer, Hands On Graphics and Chet Enten, Dir. of Management & Field Training, Ryan's Restaurant Group

Track D - Executive/Leader

"Speak Up. Stand Out. Be Heard!™"

Charmaine McClarie, Founder & President, The McClarie Group

"Defining the Role and Purpose of Training in your Organization: Creating Clarity and Value as a Strategic Business Partner"

Terrence Donahue, Vice President of Instructor Quality, NRAEF

Track E - Key Industry Topics

"The Art of Multi-Unit Leadership: The 7 Growth Stages of High-Performing Partnerships and Teams"

Jim Sullivan, Chief Executive Officer, Sullivision.com

"The Answer is YES! – Now What is the Question?"

Donna Rynda, Training Specialist, Make it Matter!

"People Report Workforce 2007: Getting & Keeping Your Share of the Labor Pool in the New Economy"

Kacy Oden, Director of Membership Relations, People Report

PRESIDENTalks

Josh Davies



Board Restructuring to Increase Involvement, Strategy and Growth

This past February at the Winter Conference in Annapolis, the membership passed an important by-law change that impacts the way we run our organization. As CHART continues to grow and evolve, the role of our volunteer leadership needed to change as well.

In the early years of CHART, our officers were focused primarily on the tactical operations of making the organization function. With the hiring of an association management company in 1996, and the shift of these day-to-day functions to them, the officers' role became more strategic. The by-law changes we passed allow this natural progression to continue.

The new Board of Directors will no longer have individual positions based on tactical duties. Instead roles will be divided based on projects and aptitude. As a result, it will allow the leadership to continue to focus on ways to add value for members, and to grow the organization. What it means for this coming election:

- ◆ Rather than vote for individual officers, you will select six members to serve on the Board of Directors.

- ◆ Additionally, you will get a chance to vote for one eligible candidate to serve as President-Elect.
- ◆ The six individuals who get the most votes will be all be members of the Board of Directors, only the person who got the most votes for President-Elect will have a defined role on the Board.

An important by-product of the change is that members no longer have to run directly against other members for specific positions in the election process. This can only encourage more members to run for Board positions. It is no secret that those who get the most out of CHART do so by volunteering. In that spirit this restructuring opens the door for more development of our volunteer leadership.

This is an exciting time to be a part of CHART, and I think you will find that this new election format will allow for more involvement and strategic growth within the organization.

Warm regards,

Josh

Members News

Joyful Additions to the CHART family



Little Thomas LeTourneau (son of Allison, CHART) is full of smiles.

Soon to be hopping is Ainsley, daughter of John Isbell, IHOP



Caden Berglund, son of Lynnea, IDQ Comp. is ready to play.

We have 2 Winners!

Jim Sullivan, Sullivision thanks everyone who participated in the Industry Survey in conjunction with Purdue University. We still need more completed surveys before we share the results. In the meantime, congratulations to our winners:

\$50 Itunes Card—

Melanie Johnson, Rubio Restaurants

Ipod Shuffle—

John Isbell, IHOP

Are you on THE list?

Training Flash is CHART's FREE e-newsletter featuring training ideas that work! Sign up to make sure you receive this each month. It's very helpful.

www.enebuilder.net/chartenews/

Got Questions? Got Answers?



Check out CHART's Ask My Peers

www.chart.org/amp/

Post a question, add a reply, create a poll, vote, share your knowledge, help a colleague, get connected!

Some recent inquiries:

- ◆ Request for New Store Opening Book
- ◆ Training Location Certification
- ◆ Suggestions of Conference Speakers

Education Opportunities

Make plans to become a Certified Hospitality Trainer

CHART and the Educational Institute of AHLA are offering a review session and exam on Saturday August 4th at the Tucson Conference.



Hit the books, then enjoy the conference!

You must sign up by June 22nd.

Obtain a CHT application by:

- ◆ Visiting the Educational Institute's web site at: www.ei-ahla.org
- ◆ Calling the Educational Institute at 800.349.0299

Don't Forget to Renew!



CHART membership renewals are due by August 31st. Check your mail in early June for notice or renew on-line.

Sponsor News

People Report is holding its inaugural QSR Workforce Symposium in Dallas, TX on June 26 & 27. For more info, visit www.peoplereport.com

We Love our Sponsors.



CHART welcomes

Sed de Saber



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NewsMakers

Who is making Headlines?

- **Kat Cole**, Hooters, featured in the article *Perfectly Matched: A Mentor Success Story*, Nation's Restaurant News, April 16, 2007, page 32.
- Check out **John Isbell**, IHOP, who is featured in a *ServSafe advertisement*, Nation's Restaurant News, April 16, 2007, page 33.
- **Vicki Lavendol**, Gaylord Palms, authored the Training Trends column *Manage Leadership Change with Team Session*, Hotel & Motel Management, April 2, 2007, page 16.
- Training was featured as one of the top 50 influencers in the industry, Nation's Restaurant News, January 29, 2007, page 78. **CHART** and numerous members were quoted, including **Josh Davies**, Sage Hospitality Resources, **John Isbell**, IHOP, **Lynn Saathoff** and **Harry Bond**, Monical's Pizza, and **Andy Tascione**, Carrols/Burger King.
- **Karthik Namasivayam**, Penn State School of Hospitality Management, quoted in *Indian-Americans Book Years of Success USA Today*, April 17, 2007



Where are they now?

Keeping Track of our Winners

In 1999, CHART, in conjunction with the NRA, began awarding a \$2,500 scholarship to a graduating high school senior who has participated in ProStart. ProStart is a program offered in more than 1300 high schools in 47 states. In addition to basic academics, courses in restaurant and food service are required, as well as a minimum of 400 hours of work experience in the hospitality industry.

Anthony Tushar, Lincoln, NE was the 2003 recipient. Anthony declined the scholarship when he decided to become a minister. However, after two years in the seminary he decided that he wanted to return to the food and beverage profession. He enrolled in the culinary arts program in Minneapolis and after graduation returned to the Alma Restaurant in Lincoln, NE where he worked while in high school. Anthony said, "Sometimes you just have to step away from something to focus elsewhere, only to find out that the original is what you truly enjoy doing." CHART is pleased to continue providing scholarships. Another deserving individual will be honored at the Tucson conference.



Contact Us



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